

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. TITLE: (B7) INTERIM AND QUICK RESPONSE SPECIAL SUPPORT

TA No:	SL003-Rev8		
Task Area Monitor:		Alternate Task Area Monitor:	None
NASA POC:	None	Software Control Class:	Low Control
Type of Task:	Non-Recurring Task		

2. BACKGROUND

Quite often, before a formal Task Assignment can be issued under a contract or Task Order similar to ConITS, it is necessary to conduct a limited study or provide consultation to determine the feasibility of the proposed work. Also, throughout the life of ConITS special tasks will arise that are small and of short duration, generally requiring quick response time. It will be more timely and cost effective to execute these tasks without adding the administrative burden of creating a new Task Assignment for each. Finally, after a new initiative has been commenced by the CONITS contractor's corporate outreach, there will be interim stages, prior to issuance of a Task Assignment, where small, short-duration tasks will be appropriate to further develop the thrust of the initiative. Typically, funding for any work accomplished under this TA will be added as the work requirement is defined.

3. OBJECTIVE

The objectives of this task are threefold: to execute activities during the transition of CAPS work to the CONITS Task Order; to successfully perform small, short-duration, quick-turnaround-time tasks (typically these tasks will require no more than 40 hours of labor to complete, although longer duration tasks are acceptable with TM approval and adequate customer funding); and to bridge between the contractor-supported corporate outreach initiatives and fully defined Task Assignments.

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:

The Contractor shall provide the following general IT support services and deliver required documentation in accordance with Section 4 of the ConITS Statement of Work (SOW). Performance metrics for General IT Support Services are referenced in Task Assignment # SL001 and apply to this Section.

Customer Support and IT Consultation and Training:

The Contractor shall provide the basic level of IT Consultation and Training given in Section 4.8 of the SOW for all General IT Support Services.

Exceptions and Additional Requirements:

Small tasks to perform general IT functions that are listed in sections 4, 5, and 6 of the TO Statement of Work will also be handled under this TA. Specific detailed technical requirements will be provided to the Contractor prior to commencing work.

The Contractor shall provide a monthly report that indicates for each small task worked under this TA, the name of the task, the requester, the hours expended, the initiation and completion dates, the actual cost, and the task status.

General IT Support Services Performance Metrics

Performance Standard: Consultation meets customer needs. Required reports are accurate and complete

Performance Metrics:

Exceeds: Consultation and reports go beyond customer needs and are considered expert.

Meets: Consultation and reports address requirements adequately.

Fails: Any of the requirements (a,b,or c) of this subsection is not met.

Performance Standard: Contract deliverables submitted on time.

Performance Metrics:

Exceeds: Work completed ahead of schedule

Meets: Work completed on time

Fails: Work behind schedule and milestones are missed

Performance Standard: Task Plan documentation submittals are accurate and complete.

Performance Metrics:

Exceeds: Error Free, complete, understandable, ready for publication or presentation.

Meets: Minor errors that do not affect the use of the documentation or the meaning being conveyed.

Fails: Major errors that make the documentation incomplete and/or not understandable. Documentation is not usable.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

Software updates/modifications that are performed under this TA will all be in the control class of Low. Therefore, the SAP/SPMP as documented in TA SL001 will apply to this TA and will follow and adhere to all references and approaches as appropriate.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work on this task at meetings to be held monthly. The following persons or their alternates are required to attend: CONITS Program Manager and Program Management Office staff as appropriate for the content of the specific meeting. Technical performance, timeliness, and cost will be discussed.

11. PERIOD OF PERFORMANCE

This TA is effective from 04/28/09 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50% Timeliness: 50%

13. RESPONSE REQUIREMENTS

Within two weeks from the receipt of this task assignment, submit to the Contracting Officer's Representative, an original and two copies of a Task Plan. This Task Plan shall address the contractor's lead personnel; specific work plans; and the associated estimated labor hours, cost and schedule. The task plan shall include the delivery of schedule for delivery of the Software Project Management Plan (SPMP), Maintenance Plan, and Operations Plan, when they are required. Include a signature block for concurrence by the Contract Manager and approval by the Contracting Officer's Representative.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

None required.

17. FILE ATTACHMENTS

None.